

# **EMC SHELTERS LIMITED WARRANTY**

**ALL EMC SHELTERS ARE BACKED BY OUR LIMITED WARRANTY REGARDLESS OF WHERE IT WAS PURCHASED, HOW TO USE ETC. SHELTER WHEN PLACING YOU CLAIMS.**

- EMC Shelter warrants to the original purchaser that the product and all parts are free from manufacturer's defects for a period of 2 years for both fabric and framework.
- Warranty period is determined by the date of your original purchase invoice (not from the date of installation). For purchases made from EMC directly or from an authorized distributor which has approved by EMC, please retain your bill of sale or other proof(s) of purchase to validate warranty service.
- If you purchased from our authorized distributor, all claims must have a copy of the original receipt and need approved by our authorized distributor.
- All products have 30 days to check for missing or defective parts. If a claim is made for missing or defective parts after 30 days of purchase, the buyer is responsible for costs of shipping and parts.
- The product need to be installed by certificated constructors. Invoice of the service is needed for the claim.
- Sold "as is". You assume the responsibility for your purchase, and no refunds will be issued.

Q&A

## **What is not covered by this limited warranty**

- Damage that occurs during shipping.
- Shelter that has been subjected to abuse, accident, alteration, modification, tampering, vandalism, negligence, misuse, abrasive contact, faulty installation, lack of reasonable care or if affixed to any attachment not provided with the shelter.
- Damage to the contents of shelter, any person or property is excluded.
- Wear of fabric due to improper installation of cover & doors.
- Damage that occurs due to acts of nature (including accumulating snow and leaves, and wind)

- Product not installed according to instructions provided.
- EMC Shelter is not responsible for any damages, consequential damages, or injuries as a result from using EMC Shelter.

### **How do I register my building for warranty?**

Registering your EMC Shelter for warranty is simple. Email us the shelter model along with your purchase invoice number to [info@emcglobalindustrial.com](mailto:info@emcglobalindustrial.com) to register for warranty. If you have any questions please email our Customer Service Team at [info@emcglobalindustrial.com](mailto:info@emcglobalindustrial.com).

### **What if my warranty expires? Can I buy extended warranty?**

All accessories, hard wares and replacement tarp can be purchased after the warranty expires. Alternatively, we allow our buyers to purchase EMC Manufacture Extended Warranty within 60 days from the date of purchase. Please contact our Customer Service Team at for more information.

### **What happens after I claim my replacement parts?**

After you claim your replacement parts, it will take up to 5 business days to process. If your claim is approved, we will have your replacement parts ready for pick-up in **Boucherville Quebec or Barrie Ontario** or shipped out to where it was originally purchased from. There will be a \$100.00 handling fee for all replacement parts. If the claim is approved but no further arrangements have been successfully made by customer within 7 calendar days, the parts will be forfeited and surrendered to EMC Shelter.